Request for Information (RFI) 16206
On
Business Process Management Platform as a Service

IOWA DEPARTMENT OF TRANSPORTATION
Office of Finance, Purchasing Section

Information must be received no later than

Friday, March 25, 2016

1 p.m. Central Time

For information about the notice
Interested persons shall contact only:

Rhonda Ruark, Purchasing Agent III
800 Lincoln Way
Ames, Iowa 50010
Phone: 515-239-1285
Fax: 515-239-1538
E-mail: rhonda.ruark@dot.iowa.gov

Section 1.0 Purpose

1.1 Purpose for the RFI

The intended purpose of the Request for Information (RFI) is to allow interested vendors an opportunity to present information of availability of products or services that meet the specification section outlined below. The information provided by vendors will be used by the Iowa DOT to:

1) Identify potential Business Process Management (BPM) Platform as a Service (PaaS) vendors
2) Verify that a BPM PaaS will meet our functional and technical requirements
3) Verify that a BPM PaaS is cost-effective and will meet our budget requirements
4) Gather information for a potential BPM PaaS request for proposal (RFP)

The Iowa DOT encourages Respondents who may only have experience in particular segments of the products or services described herein to help provide a full picture of the products and services available.

This is not a RFP where *bidders* respond with a specific solution to Iowa DOT specifications. An RFP process is a separate process with further defined requirements.
If cost is requested in an RFI, it will be for budget purposes only.

1.2 Relevant Dates

Issuance of RFI – Thursday, March 10, 2016
Submittal of questions by vendors (no later than) – 1:00 PM Thursday, March 17, 2016
Iowa DOT responses to vendor questions deadline (no later than) – 1:00 PM Tuesday, March 22, 2016
RFI response by vendor deadline – 1:00 PM Friday, March 25, 2016

1.3 Overview

The Iowa DOT is seeking information on Business Process Management (BPM) Platform as a Service (PaaS) solutions to meet demand for custom application development, legacy application replacement, and business process improvement.

The goal of this RFI is to understand the general capabilities of BPM PaaS, the ability for the solution to replace existing applications, and to specifically evaluate the feasibility of using a BPM PaaS solution to automate research project / contract management.

The Iowa DOT has developed several hundred custom applications residing on a variety of mainframe and client/server technologies. As demand to support business process automation increases, the Iowa DOT is evaluating BPM PaaS as an option to accelerate custom application development, reduce support volume, and ensure that custom applications reside on a sustainable technology platform.

The first use case for BPM PaaS is the creation of a new system to automate the management of hundreds of active research projects. Project documents are currently stored utilizing a combination of physical and digital project files. Two separate databases and several spreadsheets are utilized to track pertinent information specific to each project. Any given piece of project information may be stored in any of the several locations, making consistency and accuracy of information difficult to maintain. Projects must be tracked from cradle to grave and will require workflow approval, document routing and capture, and reporting capabilities. It is anticipated that a BPM PaaS would allow the Iowa DOT to

automate this business process to improve throughput, reduce process variation, and provide better customer service.

In addition to creating new applications, the BPM PaaS would be used to accelerate the replacement of existing legacy and client/server applications. These applications currently drive approval workflow, capture and store information in databases, and are heavily integrated with our Human Resource and Financial systems.

Section 2.0 Definitions

Iowa DOT: The Iowa Department of Transportation

IT: Information Technology

RFI: Request for Information

RFP: Request for Proposal

BPM: Business Process Management Platform

PaaS: Platform as a Service

Section 3.0 RFI Responses

3.1   Response

Vendors are requested to submit a response to this RFI as described herein.

Responses to this RFI will not disqualify Vendors to participate in any formal Request for Proposal (RFP) process if Iowa DOT issues a bid opportunity for this request at a future date.

3.2   Submittal instructions

Vendors shall submit responses to the following information in order:

- **All RFI's shall be submitted electronically**.
- A signed transmittal letter on the Vendor's letterhead shall be in the electronic document including all company and contact information.
- Vendors are requested to submit general price ranges with their cost information, where applicable, to be used for reference only. No formal quotations shall be received or awarded in the RFI process.

No awarded contract shall be issued from the RFI process. Submitting a response to this RFI is optional. Submitted RFI's shall in no way bind the Iowa DOT or any other agency to any purchase for any reason. The RFI is for information gathering purposes only. All information provided by Vendors shall be at no cost and without obligation to the Iowa DOT.

3. 3   Questions and Requests for Clarification

Vendors interested in responding to this RFI may submit questions or requests for clarification. All questions or requests must be submitted by E-mail to Rhonda Ruark as listed on the RFI cover page.

The Iowa DOT will respond to the vendor questions as timely and as appropriately as possible and in accordance to the outlined timeline in Section 1.2.

3.4   Review of RFI responses

RFI responses will be reviewed by the requesting Iowa DOT business unit and Purchasing Section. Review of submitted responses to the RFI will assist in the potential bid opportunity to procure the goods and/or services sought by the agency if deemed appropriate.

3.5   Copyright

By submitting a response, the Vendor agrees that the Iowa DOT may copy the response for purposes of facilitating the evaluation or to respond to requests for public records. The Vendor represents that such copying will not violate any copyrights in the materials submitted.

3.6   RFI ownership

Once received, submitted Vendor responses become the property of the State of Iowa.

3.7   Vendor Responsibilities

Vendors are responsible for providing information regarding their BPM PaaS solutions relative to the information provided in this RFI.

Section 4.0 Specifications

The Iowa DOT seeks information on the following items:

GENERAL INFORMATION:

1) Provide an overview of your BPM PaaS solution(s). Include specific comments on:
   a. Platform options / offerings
   b. Services available
   c. Budgetary pricing information for each (see section 3.2)

2) Provide relevant public sector (state government preferred) customer case studies, highlighting:
   a. Legacy application replacement
   b. Automation of simple business processes
   c. Automation of complex business processes, including integration with other systems, complex business rules, and complex reporting
   d. Solutions developed for other state government customers

3) Describe the content handling & data modeling capabilities of your solution. Include specific comment on:
   a. Ability to store a variety of file types throughout the lifecycle of a process

     b.   Ability to model complex data structures, enforce complex business rules, etc.

     c.   Ability to retain and report on historical data

4) Describe the reporting capabilities of your solution including the ability to create scheduled and ad-hoc reports.

5) Describe the workflow capabilities of your solution. Include specific comment on:
   a. Ability to create approval workflow based on a dynamic structure (e.g. reporting relationship, functional role, cost centers, etc.)
   b. Ability to handle exceptions in workflow (e.g. cost center change midstream through process execution)

6) Describe the ability for your solution to execute process steps based on system conditions, such as time of day, day of month, etc.

7) Describe the integration capabilities of your solution. Include specific comment on:
   a. Integration with on premise, including legacy mainframe, systems
   b. Integration with other cloud solutions
   c. Capabilities for integrating separate applications within your solution

8) Describe your typical deployment, training, and ongoing support approach.

RESEARCH PROJECT MANAGEMENT SYSTEM:

9) Describe the ability for your solution to deliver:
   a. Customizable User Dashboards
   b. Customizable Notifications
   c. Integrated Calendar
   d. Customizable Workflows and Approvals
   e. Contract Relationship Mapping
   f. Document Management & Retention
   g. Ability to support Electronic Signature Collection (include partnerships, where applicable)
   h. Customizable Tables, Fields, Relationships
   i. Full text search of database and attached files
   j. Email integration, management, & broadcast messaging
   k. Customizable Reports with Excel Integration
   l. Tracking of project Financials
   m. Data Filtering